



PATENT

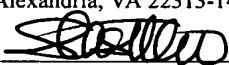
IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re the application of:)
) Group Art Unit: 2643
Coward, R. Daniel et al.)
) Examiner: Huynh, Nam Trung
Application No.: 10/808,761)
) Atty. Docket No: SUNMP324
Filed: March 24, 2004)
) Date: April 18, 2007
For: SYSTEM AND METHOD FOR)
ADVANCED SERVICE INTERACTION)
_____)

CERTIFICATE OF MAILING

I hereby certify that this correspondence is being deposited with the United States Postal Service as First Class Mail in an envelope addressed to: Mail Stop Amendment, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on April 18, 2007.

Signed: _____


Sylvia Castillo

Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

AMENDMENT

Dear Sir:

Applicants submit this paper in response to the non-Final Office Action mailed January 18, 2007. This paper is timely filed within the three-month period for response which extends to April 18, 2007. Applicants request reconsideration of the subject application in light of the following:

Listing of Claims, which begins on page 2 of this paper.

Applicants' Remarks/Arguments, which begin on page 9 of this paper.